



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

VICTIM ADVOCATE

Class No. 005241

■ CLASSIFICATION PURPOSE

To provide and coordinate a variety of supportive services in assisting victims of crimes; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Victim Advocate is a classification allocated to the Office of the District Attorney. It differs from the next higher class, Victim/Witness Program Manager, in that the latter class is a middle-management position responsible for managing a local, comprehensive program designed to provide a variety of services to victims and witnesses of crime.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Assists in the planning, developing, and implementation of program procedures to assist victims in obtaining a wide range of services in the community pursuant to Penal Code Section 13835.
2. Acts as an advocate for victims to ensure their needs are addressed within the community and criminal justice system.
3. Provides crisis intervention and emergency assistance by conducting immediate needs assessment and making referrals to other community resources.
4. Assists victims in applying for benefits which may include reimbursement for medical expenses, lost income or wages, funeral costs and job rehabilitation by obtaining necessary data on the crime, income or wage loss suffered by the victim, public assistance and insurance benefits received, and medical treatment and its cost and assists victims in completing a wide variety of claim documents.
5. Reviews claim forms submitted by victims to determine eligibility.
6. Confers with law enforcement officials and prosecutors on the status of the cases and acts as a liaison between victims and witnesses and Deputy District Attorneys or law enforcement officers including coordinating the time and place of interviews and advising victims of case progress and court procedures.
7. Provides emotional support and encouragement to victims and witnesses as the case moves through the criminal justice system, including providing support during court proceedings, if requested.
8. Assists with the preparation of restraining orders, and other processes designed to assist and protect the rights of victims.
9. Conducts on-site visitations with victims in assessing the practical needs of the victim.
10. Develops and conducts training for mandated reporters of elder abuse.
11. Develops and conducts awareness training to service providers.
12. Establishes a volunteer component of the program to serve as a liaison with service provider agencies and provide services, such as court accompaniment, peer counseling, transportation and other emergency needs.
13. Develops outreach programs for the public.
14. Develops a TRIAD group with law enforcement, medical and adult protective agencies, and various community organizations to identify safety and crime issues, and prevent victimization.

15. Plans, designs, and distributes informational literature (fliers, brochures, and posters).
16. Prepares necessary correspondence and reports.
17. Organizes and conducts meetings with operational participants.
18. Assists the grant program director with grant proposals and preparation of unit budget.
19. Prepares special and statistical reports for grants.
20. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Non-Essential Functions:

1. May conduct presentations for community groups, schools, public service agencies, etc.
2. May represent the Victim/Witness program at community resource fairs and provides information to the public.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Interviewing and intervention techniques.
- Needs and problems of people from diverse socio-economic and cultural backgrounds.
- Community resources and community organizations.
- Crisis intervention methods, and causes and treatment of abuse.
- Victims' rights and advocacy techniques.
- Training practices and procedures.
- Statistical and budgeting methods.
- Principles of protective services administration.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Communicate effectively, both orally and in writing
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in stressful situations, which require a high degree of sensitivity, tact and diplomacy.
- Prepare accurate reports and case summaries.
- Manage a computerized caseload.
- Prepare related literature and make public presentations.
- Maintain records and documentation.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is:

1. An Associate's degree, AND one (1) year of full-time experience in a field related to outreach victim services, community programs/projects, or criminal justice work.

Note: Relevant experience in a field related to outreach victim services, community programs/projects, or criminal justice work may substitute for the education requirement on a year-for-year basis.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: November 5, 1999
Revised: December 5, 2003
Revised: April 21, 2004